



March 16, 2006

RE: RFP DGS-2053 **ADDENDUM #25**

TO ALL INTERESTED BIDDERS:

This addendum makes changes or corrections to the following RFP Sections:

SECTION 4

TOC, page i. Updated page i to reflect change in heading name of 4.5.5.1.3.

4.5.5 and 4.5.5.1, page 12. Revised the second paragraph under 4.5.5. Revised the second paragraph, and added a new third paragraph, under 4.5.5.1. Moved the “Bidder understands...” statement from page 13 to the bottom of page 12.

Page 13. Deleted the “Bidder understands...” statement from the top of the page.

4.5.5.1.3, page 14. Revised heading name to include “(Only applicable to Modules 1 and 2)”.

4.5.6.1, page 17. Capitalized “Transition-In Plan.”

4.5.7.2, page 20. Capitalized “Business Plan” in the #4 paragraph.

4.5.8, page 21. Revised the text in the last two sentences of the third paragraph.

SECTION 6.1

TOC. Revised table of contents.

6.1.2.15.3, page 50-52. Revised heading name and all text belonging to 6.1.2.15.3 on page 50. Deleted contents on page 52, but left the blank page so as not to affect page numbering. Deleted text from the top of page 52.

6.1.3.11.3, page 98-100. Revised heading name and all text belonging to 6.1.3.11.3 on page 98. Deleted contents on page 99, but left the blank page so as not to affect page numbering. Deleted text from the top of page 100.



6.1.6, page 120-121. Revised first paragraph, and added new second paragraph, under 6.1.6. Moved all of 6.1.6.1 up from page 121, which left the top half of page 121 blank.

6.1.10.1, page 152. Added text to the fifth bullet on the page: “Service order inquiry status...”

6.1.11.2.5, page 168. Revised both paragraphs of text in the second column under ‘Definition.’ Also revised text under ‘Immediate Rights and Remedies.’

6.1.11.3.5, page 197. Added text in the second column, under ‘Objectives.’

6.1.11.4, page 198. Deleted the word “three” in the right column of the table, in the second line, beginning, “Applies to services...”

SECTION 6.2

6.2.6, page 10-10a. Added text to the end of the section, after the list of bullets on page 10. This change required adding page 10-a.

6.2.6.1.a, page 12. Deleted table rows (regarding “Call Center Network Connectivity”) from the top of the page.

6.2.12, page 38-39. Moved section heading and first paragraph from page 38 to page 39. Also moved all information about Table 6.2.12.1 to page 39-a.

6.2.12.a, page 39a thru 39c. Completely revised the contents of this table, which necessitated adding pages 39-a, 39-b, and 39-c.

6.2.14.3, page 45-46. Revised section name and text on page 45. Deleted all text on page 46.

6.2.17, page 58. Revised the first paragraph. Added a new second paragraph.

6.2.21.1, page 87. Added time-zone information to the third bullet near the middle of the page (starting with, “Service order inquiry...”).

6.2.22.2.4, page 99. Revised both lines of text under ‘Definition’ in the second column. Changed “50” percent to “10” percent under ‘Immediate Rights and Remedies.’



6.2.22.2.5, page 101. Revised paragraph under ‘Definition’ in the second column. Changed “50” percent to “10” percent under ‘Immediate Rights and Remedies’ in the second column.

6.2.22.2.6, page 103. Changed “15” percent to “10” percent under ‘Immediate Rights and Remedies’ in the second column.

6.2.22.2.7, page 104. Changed “15” percent to “10” percent under ‘Immediate Rights and Remedies’ in the second column.

6.2.22.2.9, page 107. Added text under “Intra-LATA” in the first column.

6.2.22.3.5, page 117. Added the words, “for each tool,” to the sentence under ‘Objectives’ in the second column.

6.2.22.4, page 118. Deleted the word “three” from the sentence at the top of the table, second column. Changed “months” to “month’s” in the same sentence.

6.2.23.2.5, Page 128. Deleted the sixth bullet: “Central Office/POP.”

SECTION 6.3

6.3, page 3-3a. Added new paragraphs about “Disaster/Operational Recovery” to the bottom of page 3 and top of new page 3-a.

6.3.2, page 6. Added the word “administration” to the last sentence of the first paragraph.

6.3.5.1, page 65a-66. Expanded page 66 into two pages, 65-a and 66, to accommodate the addition of nearly a full page of text. Moved text from the top of original page 66 to the new page 65-a.

6.3.5.1.a, page 67. Deleted the last two rows of the table (regarding “IP Contact Center Network Connectivity”).

6.3.9, page 103. Revised the first paragraph. Added a new second paragraph.

6.3.13.1, page 130. Added time-zone information to the third bullet near the middle of the page (starting with, “Service order inquiry…”).

6.3.14.2.3, page 141. Changed the percent amounts of all three average monthly usage costs (AMUCs) under ‘Monthly Rights and Remedies’ in column 2.



6.3.14.2.4, page 142. Changed the percent amount of the monthly usage cost (AMUC) under 'Monthly Rights and Remedies' in column 2.

6.3.14.2.5, page 143. Revised the percent amount and added the words "phone number/" to the first sentence under 'Immediate Rights and Remedies' in the second column.

6.3.14.2.6, page 144. Changed the percent amount of the monthly usage cost (AMUC) under 'Monthly Rights and Remedies' in column 2.

6.3.14.2.9, page 148. Deleted "IP Transport for Converged Services" from the list of 'Services' in the first column.

6.3.14.2.11, page 150. Changed "15" percent to "10" percent under 'Immediate Rights and Remedies' in the second column.

6.3.14.2.12, page 151. Changed "15%" to "10 percent" under 'Immediate Rights and Remedies' in the second column.

6.3.14.2.14, page 153. Reformatted text under 'IP transport for...' in the first column. Added the words "/transport as appropriate" to the second sentence under 'Objective' in the second column.

6.3.14.3.5, page 162. Added the words, "for each tool," to the sentence under 'Objectives' in the second column.

6.3.14.4, page 163. Deleted the word "three" from column two, second line item, second sentence (beginning with "Applies to services..."). Changed "months" to "month's" in the same sentence.

6.3.15.2.5, page 173. Deleted the twelfth bullet: "Central Office/POP."

SECTION 6.4

6.4.2, page 7. Added new paragraphs about "Disaster/Operational Recovery." Also added "Reference: document..." information at the bottom of the page.

6.4.7, page 94-95. Deleted the last two sentences from the first paragraph. Added a new second paragraph. Moved all of "Bidder understands..." blurb up from page 95 to page 94. Deleted blurb from top of page 94.



6.4.11.1, page 123. Added time-zone information to the third bullet near the middle of the page (starting with, “Service order inquiry...”).

6.4.12.2.9, page 143. Changed “95” percent to “90” percent in the last line under ‘Objective’ in the third column.

6.4.12.3.2, page 147. Changed the two lines under ‘Customer Rights and Remedies’ in column two to regular (not bold) font.

6.4.12.3.5, page 151. Added the words, “for each tool,” to the sentence under ‘Objectives’ in the second column.

6.4.13.2.4, page 160. Deleted the “#” symbol from the first bullet. Moved all of “Bidder understands...” blurb up from page 161.

6.4.12.2.5, page 161-162. Revised list of bullets near the bottom of the page (beneath “Service Location...”). Brought “Bidder understands...” blurb up from page 162.

SECTION 7 – Exhibit B

Cost Table 6.2.6.1.a, Network Based ACD Features (M-O). Deleted the line item for “Call Center Network Connectivity.” Changed ‘Unit of Measure’ amounts. Changed ‘Model Recurring Mo. Qty.’ amounts.

Cost Table 6.2.7.a, Network Based IVR Services and Features (M-O). Added new line item 2 for “IVR with Standard Application Usage.” For “Voice Forms.” Changed ‘Unit of Measure’ to “per transaction.” Changed ‘Model recurring mo. Qty’ to “10000.” For “Database Lookups,” changed ‘Unit of Measure’ to “per transaction” and changed ‘Model recurring mo. Qty’ to “10000.”

SECTION 7 – Exhibit C

Cost Table 6.3.5.1.a, IP Network Based Automatic Call Distributor (ACD) (M-O). Deleted the line item for “IP Contact Center Network Connectivity.” Changed ‘Unit of Measure’ amounts. Changed ‘Model Recurring Mo. Qty.’ amounts.



Cost Table 6.3.5.2.a, IP Network Based Interactive Voice Response (IVR) Services and Features (M-O). Added new line item 2 for “IVR with Standard Application Usage.” For “Voice Forms.” Changed ‘Unit of Measure’ to “per transaction.” For “Database Lookups,” changed ‘Unit of Measure’ to “per transaction.” Changed all ‘Model recurring mo. Qty’ amounts.

SECTION 9

Table 9.5.3-C, page 7-8. On page 7, revised services, assigned weight, and available points in the second and third columns under 6.2.6.1, ‘Network Based Automatic Call Distribution’ and 6.2.11, ‘Long Distance Network Operations and Management’. On page 8, revised assigned weight and available points under 6.2.11.3, ‘Disaster Recovery and Emergency Operations’; changed “Demarcation” to “Termination” in the second column (next to 6.2.17.1.1); and revised assigned weight and available points under 6.2.19, ‘Invoicing Services’.

Table 9.5.3-D, page 10. Revised services, assigned weight, and available points in the second and third columns under 6.3.5.1, ‘IP Network Based Automatic Call Distribution’.

GENERAL NOTE

All of the references above are summaries. Please read the entire text of each change. Changes are indicated by a horizontal or vertical line in the right margin of each page. A horizontal line indicates that text has been removed. A vertical line means text has been added or text has been changed. Please replace the RFP pages with the pages included in this addendum.

Please send any questions to me via e-mail.

Sincerely,

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Section 4

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4.5.5 Contract Business Relationships (M)

In RFP Section 1.3 and Section 4.4 of the RFP, the State introduces the concept of four individual business Modules to support statewide telecommunications and network services. The State intends to award a separate Contract for each service Module. The State acknowledges the uniqueness of service Modules, interdisciplinary relationships, and business interactions that may impact the provisioning of total service opportunities within and between service Modules for Customers. The State anticipates that some services in Module 1 - Core Services and Module 2 - Long Distance Services for Voice will complement each other in some service applications and require interoperability.

In Module 3 and Module 4, technical interoperability is not a business requirement. The Bidders must satisfy the State's Requirements for establishing Contract Business Relationships as identified in the subsections listed below..

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

4.5.5.1 State and Contractor Business Relationships (M)

The State is committed to working cooperatively with the Contractors to establish a positive working relationship and an environment that facilitates communication, cooperation, and collaboration between other Contractors and with the State.

The successful Bidder(s) will be required to establish business relationships with other awarded Contractors to provide services within and between service Modules in support of statewide telecommunications services.

Using the State's business Requirements identified in Section 6 and required services as defined in Section 4.4, Bidders shall also commit to the subsections below.

For the purpose of the RFP references to "business model" is intended to mean a process, procedure, or business practice that shall demonstrate how the Bidder will meet specific RFP Requirements. Where the Bidder documents, places, or describes the business model in its proposal is at its discretion.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description

4.5.5.1.1 Communication, Cooperation, and Collaboration (M)

Bidders shall describe in detail their understanding of the contractual obligation and commitment to establish business models for communication, cooperation, and collaboration with Contractors of other service Modules that facilitates the orderly Transition, Migration, Transfer, and on-going services ordering/provisioning support of services between and outside Modules.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

4.5.5.1.2 Business Practices and Contract Terms and Conditions (M)

Bidders shall describe in detail the process for how their business practices will support inter-Module services while adhering to individual Contract terms and conditions.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

4.5.5.1.3 Technical Interoperability (M) (only applicable to Modules 1 and 2)

Bidders shall describe in detail their commitment to technical interoperability requirements in accordance with Sections 6.1 and 6.2.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

4.5.5.1.4 Impact on other Module's Services (M)

Bidders shall describe in detail how the implementation of their services for the proposed Module(s) will not negatively impact the functionality of the other Modules, even if no interoperability requirement exists.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

4.5.5.1.5 Business Relationships with Other Telecommunications Providers

The Contractor(s) may subcontract with other telecommunications providers for the provisioning of specific Deliverables and Services in the subcontractors' authorized facilities-based territories. The State of California encourages the telecommunications industry to work together in alliance arrangements to provide peer-to-peer services on a fully retail basis for the delivery of CALNET II Deliverables and Services as described in this RFP. Consistent with

4.5.5.2.4 Sharing of Key Personnel and Resources (M)

Section 4.5.7.1 requires identification of Key Personnel. Bidders that submit a Proposal to share Key Personnel or resources between corporate entities in support of individual Contract requirements, shall demonstrate how sharing of resources will not negatively impact individual Contract administration, management, and operations. Any plan to share Key Personnel, resources, or functions (e.g., billing, service order, trouble reporting) shall be included in the Contractor Business Plan and requires DTS/ONS approval prior to implementation.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

4.5.6 Transition/Migration/Transfer Objectives (M)

4.5.6.1. Transition (M)

The State has documented its requirements that existing Customers of the CALNET I Contract will Transition to CALNET II Contract Services for Module 1 – Core Services and Module 2 –Long Distance Services for Voice at no cost to the State or its Customers.

Exempt State Agencies and local government Customers may Transition to CALNET II at their option. In Sections 6.1.14 and 6.2.25, the Bidders are required to submit a Transition-In Plan that establishes a Transition schedule, the specifics of which are predicated on many factors. The State recognizes that Customer business needs, operational requirements, and/or service complexities as well as DTS/ONS oversight authority may impact Transition planning and schedules. Refer to Appendix B, Model Contract Language, Section 76.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

4.5.7.2 Business Activity Requirements (M)

Bidders shall describe in detail, at a minimum, business and Contract management activities referred to in Appendix B, Model Contract Language, Section 52.f.

1. Bidders shall describe in detail their ongoing commitment to maintain working relationships with other Module service providers.
2. Bidders shall describe in detail how they envision establishing business processes with suppliers of other Module Services where said service will Transition, Migrate, or Transfer between or out of Contract Services.
3. Bidders shall describe in detail their business processes for initiating service orders, trouble reporting, invoicing for services, and adherence to Contract terms and conditions.
4. Where one Contractor has been awarded more than one service Module, and uses separate business entities to provide services, the Contractor's Business Plan shall describe in detail how Contractor will comply with requirements as set forth Section 4.5.5.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

4.5.8 Service Technical Evaluation And Demonstration Process (M)

DTS/ONS uses this Contract as a means to perform service oversight, Customer advocacy, and fiscal and technical management responsibilities.

In the course of that oversight the State is required to examine key elements of the CALNET II Services to maintain current and long-term goals. This analysis is conducted to determine the reliability of the services and takes into consideration issues such as redundancy, diversity, interoperability, and scalability.

The State maintains a technical lab in the Sacramento, California metropolitan area for evaluation and demonstration of existing or potential Contract Services. Upon the State's request, and at no charge, the Contractor shall install and maintain service interfaces and/or components . These services shall be mutually agreed upon by DTS/ONS and Contractor for evaluation and/or demonstration of contracted services.

All services proposed for addition to the Contract through the amendment process shall include a technical evaluation component. This requirement is limited to service amendments that are technical in nature and deemed by DTS/ONS to require evaluation by the State. Technical evaluations for proposed services may also be conducted within the amendment evaluation process. Should the State decide that further evaluation or demonstration is necessary, the proposed service will be removed from the amendment process and resubmitted for consideration upon completion of the evaluation and/or demonstration to the satisfaction of the State.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

Section 6.1

Section 6.1 Core Services – MODULE 1

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A reference document is not required as a response to this RFP section. The Bidder's commitment to the Requirement above will be evaluated on a pass/fail basis only.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

6.1.2.15.3 Voice Network Disaster Operational Recovery (M)

The Contractor shall comply with the Telecommunications Service Priority (TSP) Program, a Federal Communications Commission (FCC) mandate for prioritizing service requests by identifying those services critical to National Security and Emergency Preparedness (NS/EP) and be in compliance with all CPUC and FCC Requirements.

When applicable, DTS will have the option to prioritize the restoration of State service in the event of an emergency. Public safety Agencies, major data centers, Agencies with supporting roles during disaster or emergency operations, and Agencies with significant roles in post-disaster recovery have mission-critical needs to maintain network availability during disasters or emergencies

It is essential that service be restored as soon as possible, and the services most critical to State operations remain operational during efforts to achieve full service recovery. The bidder shall describe their processes in detail to assure the continuity of telecommunications services for critical operations, producing the greatest benefit from remaining limited resources and achieving a systematic and orderly Migration toward the resumption of all contracted services.

(This page was deleted as part of Addendum 25.)

6.1.3 CORE DATA SERVICES (M-O)

The Contractor shall provide and support a WAN infrastructure that transports data traffic for services as described below.

The Contractor's WAN infrastructure shall support open architecture Standards and interfaces for services as identified below.

The Contractor shall identify and propose methods and strategies to provide this service throughout the Term of this Contract.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

A reference document is not required as a response to this RFP section. The Bidder's commitment to the Requirement above will be evaluated on a pass/fail basis only.

Bidder understands the Requirement and shall meet or exceed it? Yes _____ No _____

6.1.3.11.3 Data Network Disaster/Operational Recovery (M)

The Contractor shall comply with the Telecommunications Service Priority (TSP) Program, a Federal Communications Commission (FCC) mandate for prioritizing service requests by identifying those services critical to National Security and Emergency Preparedness (NS/EP) and be in compliance with all CPUC and FCC Requirements.

When applicable, DTS will have the option to prioritize the restoration of State service in the event of an emergency. Public safety Agencies, major data centers, Agencies with supporting roles during disaster or emergency operations, and Agencies with significant roles in post-disaster recovery have mission-critical needs to maintain network availability during disasters or emergencies.

It is essential that service be restored as soon as possible, and the services most critical to State operations remain operational during efforts to achieve full service recovery. The bidder shall describe their processes in detail to assure the continuity of telecommunications services for critical operations, producing the greatest benefit from remaining limited resources and achieving a systematic and orderly Migration toward the resumption of all contracted services.

(This page was deleted as part of Addendum 25.)

6.1.4 GENERAL TRAINING REQUIREMENTS (M)

Effective orientation, training and education delivered across a broad range of Customers/End-Users and DTS/ONS staff are key to the success of the CALNET II Contract. This training is integral to Customer satisfaction and the efficient use of contracted services, and also to the State's conduct of Contract oversight and management. Training shall be provided for:

- 1) **Transition Orientation and Training (of Customers/End-Users and the DTS/ONS)**—to the new Contract **and** for new or replacement services provided during Transition (Sections 6.1.4.1 and 6.1.14.1).
- 2) **Contract Services Training**—for new or replacement services as ordered and provisioned throughout the Contract Term (Section 6.1.4.2).
- 3) **Contract Management Training of DTS/ONS staff**—on the Contract management tools, systems, reports, invoices, and other pertinent Contract Requirements required of the Contractor (Section 6.1.4.3).

The Contractor may offer emergency restoration services as detailed in Table 6.1.5.5.

Table 6.1.5.5 Services Related Hourly Support (M-O)

Labor Classification Name	Classification Description	Meets or Exceeds? Y/N	Document/ Location
Field Technician	Field technician properly trained to an expert level for the service being dispatched		
Bidder's Description:			

6.1.6 REQUIRED CUSTOMER PREMISE EQUIPMENT (CPE) (M)

Contractor shall provide Customer Premise Equipment (CPE) required to support the specific services provided under this Section 6.1 at the prices provided by the Bidder in Section 7 for the associated Services and features. (CPE prices are to be included in the Service or feature price.)

Bidder may specifically list additional CPE and must identify the service it supports in the Unsolicited features section. Inclusion of additional unsolicited CPE on the Contract will require the approval of DTS/ONS. Bidder is to list a set percent discount of the Manufacturer's current Suggested Retail Price (MSRP). Bidder is obligated to offer that same discount to equipment that may have future upgrades, reconfigurations, new models, etc.

6.1.6.1 Compatibility (M)

Many CALNET I Customers use proprietary Equipment for voice line-side services and data WAN applications. The Contractor shall provide, at a minimum, the current level of service compatibility and availability for this existing Customer Premise Equipment used by CALNET I Customers who wish to continue to receive CALNET II services from the Contractor. Customers with proprietary Equipment will have to be accommodated in this new environment at no additional cost. The successful Contractor shall either make the existing Equipment function in the new environment or replace it with Equipment of similar or better quality that will function the same as, or better than, the existing Equipment at the Contractor's expense.

DTS/ONS and the affected CALNET II Customers will be the approving authority for replacing all non-compatible CPE. This includes any Equipment, building modifications, wiring, and training for End-User staff that is necessary as a result of the Transition to a new Contractor.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.1.6.2 Exclusively Available Voice Sets And Voice/Data Equipment (M-O)

Bidders shall identify all exclusively available telephone sets and voice/data Equipment that it will offer CALNET II Customers, either at no cost due to the compatibility Requirement of Section 6.1.6, or at a price when a Customer wants to add the additional CPE after the successful Transition from CALNET I to CALNET II services or when a Customer wishes to initiate other changes or upgrades. Bidders shall identify each piece of exclusively available CPE in the table provided below.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.1.10.1 Customer Service Center (M)

The Contractor shall provide a Customer Service Center with a toll free number as a single point of contact to facilitate timely responses to trouble tickets and service ordering.

The Contractor shall provide a Customer Trouble Ticket Reporting and Tracking System that is accessible by DTS/ONS and DTS/ONS authorized Customers 24 hours a day, 7 days a week via a web enabled application.

The Contractor shall provide a Service Order Tracking and Inventory System that allows Customers the ability to order service using a web enable application as described in Section 6.1.13.4.

For Contract related service issues, the Contractor shall provide a trouble reporting and escalation process outline (End-User Escalation Process). The escalation outline for Customers shall include:

- An End-User process for escalating issues within the Contractor's organization
- Contractor contact information of the responsible individual including title/responsibility, office number, cell number, pager number (when applicable) that will be available 24 hours per day, 7 days a week, 365 days a year

The Customer Service Center shall be staffed 24 hours a day, 7 days a week. The Contractor shall provide adequate coverage (answer calls within three rings) by a live operator. Voice mail or electronic response mechanisms are unacceptable. The Customer Service Center shall provide the following:

- Trouble-reporting for any services and/or escalation of any previously reported problems
- Status on resolving the causes of network outages
- Service order inquiry status (Monday-Friday 8 A.M. to 5 P.M. Pacific Time Zone)
- Access for DTS/ONS staff and a dedicated workstation on-site equipped with phone line, data line and access to the Contractor's network monitoring systems
- Both the initial Customer contact date and time of the trouble report to the Contractor's Customer Service Center and the Contractor's response to the Customer (date and time) shall be documented in the Contractor's trouble ticket system

6.1.11.2.5 Catastrophic Outage 2 (M)

Services	Catastrophic Outage 2				
<p>Analog*</p> <p>Asynchronous Transfer Mode (ATM)*</p> <p>Business Access Lines</p> <p>Carrier*</p> <p>Central Office Exchange Basic Services</p> <p>Central Office Trunk Service</p> <p>Frame Relay*</p> <p>Integrated Services Digital Network (ISDN) Basic Rate Interface (BRI)*</p> <p>ISDN Primary Rate Interface (PRI)*</p> <p>Intra-LATA Calling</p> <p>Gigabit Ethernet Metropolitan Area Network (MAN)</p> <p>Audio Conferencing</p> <p>SONET</p> <p>Switched 56*</p> <p>“*” = Tier 1 is mandatory; Tier 2 is desirable</p>	<p>Definition</p> <p>A total failure of a service type.</p> <p>Or, a backbone failure or failure of any part of the Equipment associated with the backbone that causes a service failure.</p> <p>Measurement Process</p> <p>The outage duration start shall be determined by the network alarm resulting from the outage-causing event or the opening of a trouble ticket by the Customer, whichever occurs first. Outage duration shall be measured on a per circuit or per-port basis from information recorded from the network Equipment or trouble ticket</p> <p>The Contractor shall open a trouble ticket and compile a list for each circuit or service affected by the common cause. Each circuit or service is out of service from the first notification until the Contractor determines the circuit or service is restored. Any circuits or service reported by the End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.</p> <p>(7X24)</p> <p>Objectives</p> <table border="1" data-bbox="685 1184 1393 1327"> <tr> <th data-bbox="685 1184 1045 1239">Tier 1</th><th data-bbox="1045 1184 1393 1239">Tier 2</th></tr> <tr> <td data-bbox="685 1239 1045 1327">Less than 30 minutes</td><td data-bbox="1045 1239 1393 1327">Less than 1 hour</td></tr> </table> <p>Immediate Rights and Remedies</p> <p>100 percent of the TMRC and 10 percent of the AMUC for each phone number/service not meeting the per occurrence objective for a single Cat 2 fault</p> <p>End-User Escalation Process</p> <p>DTS/ONS Escalation Process</p> <p>Monthly Rights and Remedies</p> <p>N/A</p>	Tier 1	Tier 2	Less than 30 minutes	Less than 1 hour
Tier 1	Tier 2				
Less than 30 minutes	Less than 1 hour				

6.1.11.3.5 Tool Availability (M)

Services	Tool Availability Percentage
Public Web Site 6.1.13.1 Private Web Site 6.1.13.2 Customer Trouble Ticket and Tracking System 6.1.13.3 Service Provisioning and Tracking System 6.1.13.4 On-line Ordering Tool xxx6.1.13.5 Network Backbone Monitoring Application/Tool 6.1.13.6 Fiscal Management Database (s) 6.1.12.1	<p>Definition</p> <p>The monthly availability percentage for each tool equals the Scheduled Uptime per month less Unavailable Time divided by Scheduled Uptime per month multiplied by 100 per tool. Scheduled uptime is based on 7x24x number of days in the month.</p> <p>Measurement Process</p> <p>DTS/ONS shall report any failure or problem to the Customer Service center and a trouble ticket shall be opened.</p> <p>The tool is unusable during the time the ticket is recorded as open until restoration of the tool. Stop clocks in Section 6.111.2.2 shall apply.</p> <p>The monthly Availability percentage shall be based on the accumulative total of all outage durations for each tool, per calendar month.</p> <p>Objectives</p> <p>100 percent Functional 90 percent of the time for each tool, measured on a monthly basis.</p> <p>DTS/ONS Rights and Remedies</p> <p>\$400 per month, per tool</p> <p>Customer Rights and Remedies</p> <p>Escalation to DTS/ONS</p>

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.1.11.4 Glossary of SLA Related Terms (M)

The following SLA definitions apply to this Contract:

SLA	Definition
Availability Percentage	The Scheduled Uptime less Unavailable Time divided by Scheduled Uptime multiplied by 100.
Average Monthly Usage Cost (AMUC)	Applies to services that include or totally consist of usage based cost. The AMUC shall be derived by averaging the previous months usage cost per circuit, phone number or service.
Catastrophic Outage 1 CAT 1	The total loss of either the service or circuits, 25 or greater at the same address location, or any single OCX.
Catastrophic Outage 2 CAT 2	A total failure of a service type in a central office. Or, a backbone failure or failure of any part of the Equipment associated with the backbone.
Catastrophic Outage 3 CAT 3	The total loss of more than one service type in central office, or the loss of any service type on a system wide basis.
CAT Outage	Catastrophic outage as further defined above for CAT 1, CAT 2, and CAT 3 outages.
Enhanced Services	Shall be defined to include the following services Computer Telephone Integration, Premise Based ACD, Interactive Voice Response/Call Router (IVR), Specialized Call Routing
Enhanced Service Outage	The total loss of an Enhanced Service at a single End-User location.
Excessive Outage	An Excessive outage shall be defined as a trouble ticket opened with the Contractor on a circuit or service, for more than twelve (Tier 2) or twenty-four hours (Tier 1).
Major Fault	Defined as trouble tickets opened with the Contractor's helpdesk: On five (5) or more physical circuit (DS-1 or higher speed) at the same address location. Or The loss of 2 or more service types to a single End-User at the same address location.

Section 6.2

centers throughout the state. Customers shall procure the local loop from the CALNET II, Module 1 (Core Services) Contractor. The service shall extend the capabilities of basic ACD in that it shall allow several distributed ACD groups to answer calls as though the groups were one large group. The functionality shall be available between different server switches and across LATA boundaries. The ACD shall be able to operate and manage Network ACD Agent Software Package, Network ACD Basic Supervisor's Software Package, and Network ACD System Administrator Software Package, all of which are described below.

ACD evenly distributes incoming calls among a designated group. The ACD places calls in queue if no agent is available. The distribution of these calls can be provided at the queue level based on:

- Dialed number
- Time of day
- Location of the caller
- Skills based

The Contractor shall provide network designs and diagrams for Call Center Solutions under this Contract.

The Contractor shall provide 3 hard copies and 1 electronic copy with the Proposal. Electronic drawings shall be in .dwg, .dxf, .vsd or any mutually agreed format. Hard copy drawings shall be provided in Standard E size.

Drawings shall include both topology and logical representations of all critical network backbone elements to include but not be limited to the following:

- Geographic location of Equipment
- Type and capacity of Equipment at each location including any backup systems
- Service type
- Unique identifier for each element

Responses to the Requirements described in this section should include a thorough presentation of how the network solves the following:

Ubiquity – the Contractor's (and Affiliate's) ability to provide services throughout the state.

Scalability – the ability to increase delivery of services in number and/or size within a reasonable timeframe..

Survivability – the ability to continue to operate or quickly restore services in the face of unanticipated incidents, disasters, or catastrophes.

Redundancy – having one or more circuits/systems available in case of failure of the main circuits/systems.

Diversity – backbone network paths and infrastructure offered in such a way as to minimize the chance of a single point of failure.

Call Center services will be evaluated on the Bidder's diagrammatic representation in the Network Design and will be weighted as described in RFP Section 9.

Bidder understands the Requirement and shall meet or exceed it? Yes _____ No _____

Reference: document _____

location _____ page _____ paragraph _____

Description:

The Contractor may offer the network based ACD services detailed in Table 6.2.6.1.b.

Table 6.2.6.1.b – Network Based ACD (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description:			

6.2.6.1.1 Network ACD Basic Agent Package (M-O)

The Basic Agent Package shall include the following features:

- **Agent Inbound Line** - Receives calls from the Call Center Listed Directory Numbers (LDNs)
- **Agent Status** – Allows the agent to activate/deactivate the position including ready, clerical, log off
- **Multiple Queue Options** - Agent can participate in a specified or unlimited number of queues
- **Remote Agent Capability** – Ability to route calls to telephone numbers outside the call center
- **Position ID** - Agent Position ID identifies a specific agent
- **Call Present** - Agent answers Call Center calls without pressing a key
- **Incoming Call Queue** - Incoming calls wait/queue when all agents busy. The call is directed to the first available agent

The Contractor shall offer the Operator Services detailed in Table 6.2.11.a.

Table 6.2.11.a Operator Services (M-O)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Operator assisted calls	Calls that are completed using an operator.		
Bidder's Description:			
Collect Calls	Calls that are not directly dialed and are placed as collect to the called party, using an operator.		
Bidder's Description:			
Third Party Billed	Calls that are not directly dialed and are requesting third party be billed, using an operator.		
Bidder's Description:			
Directory Assistance	Attendant provides requested telephone numbers.		
Bidder's Description:			

The Contractor may offer the Operator Services detailed in Table 6.2.11.b.

Table 6.2.11.b Operator Services (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Foreign Language Operators	Operator assistance shall be provided in numerous foreign languages. Bidders are to list languages provided.		
Bidder's Description:			
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description:			

6.2.12 CALLING CARD SERVICES (M-O)

Standard Calling Card services shall allow Customer Agency staff to dial a Toll Free number from anywhere in North America and most foreign countries to access the calling card service to place a call. Bidders are also to describe how the calling cards will be authorized in foreign countries. The Contractor shall provide standard calling cards and limited usage cards that are rechargeable and all calling cards shall have a magnetic strip. The countries to be priced are the United Kingdom, China, Japan, Spain, Switzerland, Brazil, Mexico, Canada, Israel, Korea, Germany, Italy, and France.

The services shall be billed on the Customer's regular monthly telephone bill and shall include the card number and the authorized End-User of record.

Orders over 500 will be classified as a Coordinated Project.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

The Contractor shall offer the Calling Card Services detailed in Table 6.2.12.a.

Table 6.2.12.a Calling Card Services (M-O)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Standard Calling Card Intra-LATA	Available on a “billed monthly” basis		
Switched to Dedicated Access			
Bidder’s Description :			
Standard Calling Card Intra-LATA	Available on a “billed monthly” basis		
Switched to Switched Access			
Bidder’s Description :			
Standard Calling Card Inter-LATA/ IntraState	Available on a “billed monthly” basis		
Switched to Dedicated Access			
Bidder’s Description:			
Standard Calling Card Inter-LATA/ IntraState	Available on a “billed monthly” basis		
Switched to Switched Access			
Bidder’s Description:			
Standard Calling Card Interstate	Available on a “billed monthly” basis		
Switched to Dedicated Access			
Bidder’s Description :			
Standard Calling Card Interstate	Available on a “billed monthly” basis		
Switched to Switched Access			
Bidder’s Description :			

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Standard Calling Card International	Available on a “billed monthly” basis		
Switched to Dedicated Access			
Bidder’s Description :			
Standard Calling Card International	Available on a “billed monthly” basis		
Switched to Switched Access			
Bidder’s Description :			
Limited Usage Calling Card Intra-LATA	Calling card that is paid monthly for usage incurred and is rechargeable.		
Switched to Dedicated Access			
Bidder’s Description :			
Limited Usage Calling Card Intra-LATA	Calling card that is paid monthly for usage incurred and is rechargeable.		
Switched to Switched Access			
Bidder’s Description :			
Limited Usage Calling Card Inter-LATA/ IntraState	Calling card that is paid monthly for usage incurred and is rechargeable.		
Switched to Dedicated Access			
Bidder’s Description:			
Limited Usage Calling Card Inter-LATA/ IntraState	Calling card that is paid monthly for usage incurred and is rechargeable.		
Switched to Switched Access			
Bidder’s Description:			

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Limited Usage Calling Card Interstate	Calling card that is paid monthly for usage incurred and is rechargeable.		
Switched to Dedicated Access			
Bidder's Description :			
Limited Usage Calling Card Interstate	Calling card that is paid monthly for usage incurred and is rechargeable.		
Switched to Switched Access			
Bidder's Description :			
Limited Usage Calling Card International	Calling card that is paid monthly for usage incurred and is rechargeable.		
Switched to Dedicated Access			
Bidder's Description :			
Limited Usage Calling Card International	Calling card that is paid monthly for usage incurred and is rechargeable.		
Switched to Switched Access			
Bidder's Description :			

6.2.14.3 Long Distance Network Disaster/Operational Recovery (M)

The Contractor shall comply with the Telecommunications Service Priority (TSP) Program, a Federal Communications Commission (FCC) mandate for prioritizing service requests by identifying those services critical to National Security and Emergency Preparedness (NS/EP) and be in compliance with all CPUC and FCC Requirements.

When applicable, DTS will have the option to prioritize the restoration of State service in the event of an emergency. Public safety Agencies, major data centers, Agencies with supporting roles during disaster or emergency operations, and Agencies with significant roles in post-disaster recovery have mission-critical needs to maintain network availability during disasters or emergencies.

It is essential that service be restored as soon as possible, and the services most critical to State operations remain operational during efforts to achieve full service recovery. The bidder shall describe their processes in detail to assure the continuity of telecommunications services for critical operations, producing the greatest benefit from remaining limited resources and achieving a systematic and orderly Migration toward the resumption of all contracted services.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

(This page was deleted as part of Addendum 25.)

6.2.17 REQUIRED CUSTOMER PREMISE EQUIPMENT (CPE) (M-O)

Contractor shall provide Customer Premise Equipment (CPE) under the CALNET II only to support the specific network services provided under this RFP Section 6.2 (Module 2) at the prices provided by the Bidder in Section 7 for the associated Services and features (CPE prices are to be included in the Service or feature price).

Bidder may specifically list additional CPE and must identify the service it supports in the Unsolicited features section. Inclusion of additional unsolicited CPE on the Contract will require the approval of DTS/ONS. Bidder is to list a set percent discount of the Manufacturer's current Suggested Retail Price (MSRP). Bidder is obligated to offer that same discount to equipment that may have future upgrades, reconfigurations, new models, etc.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

Contractor may offer exclusively available Equipment required for the Transition as described in table 6.2.17. Note: DTS/ONS reserves the right to include or exclude any of the items offered below in the final Contract.

Table 6.2.17 Proprietary Equipment (M-O)

	Manufacturer	Model Number	Meets or exceeds? Y/N	Reference document and location
1				
	Bidder's description:			
2				
	Bidder's description:			
3				
	Bidder's description:			
4				

- Contractor contact information of the responsible individual including title/responsibility, office number, cell number, pager number (when applicable) that will be available 24 hours per day, 7 days a week, 365 days a year

The Customer Service Center shall be staffed 24 hours a day, 7 days a week. The Contractor shall provide adequate coverage (answer calls within three rings) by a live operator. Voice mail or electronic response mechanisms are unacceptable. The Customer Service Center shall provide the following:

- Trouble-reporting for any services and/or escalation of any previously reported problems
- Status on resolving the causes of network outages
- Service order inquiry status (Monday-Friday 8 A.M. to 5 P.M. Pacific Time Zone)
- Both the initial Customer contact date and time of the reported trouble to the Contractor's Customer Service Center and the Contractor's response to the Customer (date and time) shall be documented in the Contractor's trouble ticket System
- The Customer Service Center will respond to the Customer for all trouble reports within 15 minutes of notification from the Customer

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.21.2 Escalation Process (M)

DTS/ONS will assist Customers in escalating issues or concerns that are not resolved through Customer contact with the Contractor. To facilitate this function, required Contractor's support shall include a detailed Escalation Plan, dedicated technical resources, and strong communications processes.

6.2.22.2.4 Catastrophic Outage 2 (M)

Services	Catastrophic Outage 2
<p>Intra-LATA, Intrastate, Interstate Long Distance Calling</p> <p>Network Based Automatic Call Distributor (ACD)</p> <p>Network Based Interactive Voice Response(IVR)</p> <p>Network Based Specialized Call Routing (SCR)</p> <p>Computer Telephone Integration (CTI) for Network Based ACD</p> <p>Toll Free Service</p> <p>900 Service</p>	<p>Definition</p> <p>A total failure of a service type.</p> <p>Or, a backbone failure or failure of any part of the Equipment associated with the backbone that causes a service failure.</p> <p>Measurement Process</p> <p>The outage duration start shall be determined by the network alarm resulting from the outage-causing event or the opening of a trouble ticket by the Customer, whichever occurs first. Outage duration shall be measured on a per service, phone number or per-port basis from information recorded from the network Equipment or trouble ticket</p> <p>The Contractor shall open a trouble ticket and compile a list for each phone number or service affected by the common cause. Each phone number or service is out of service from the first notification until the Contractor determines the phone number or service is restored. Any phone number or service reported by the End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.</p> <p>(7X24)</p> <p>Objectives</p> <p>Less than 30 minutes</p> <p>Immediate Rights and Remedies</p> <p>100 percent of the TMRC and 10 percent of the AMUC for each phone number/service not meeting the per occurrence objective for a single Cat 2 fault</p> <p>End-UserEnd-User Escalation Process</p> <p>DTS/ONS Escalation Process</p> <p>Monthly Rights and Remedies</p> <p>N/A</p>

6.2.22.2.5 Catastrophic Outage 3 (M)

Services	Catastrophic Outage 3
<p>Intra-LATA, Intrastate, Interstate Long Distance Calling</p> <p>Network Based ACD</p> <p>Network Based Interactive Voice Response (IVR)</p> <p>Network Based Specialized Call Routing</p> <p>Computer Telephone Integration for Network Based ACD</p> <p>Toll Free Service 900 Service</p>	<p>Definition</p> <p>A failure of the Contractor's (or subcontractor's or Affiliate's) network Equipment nearest the End-User locations regardless of where the failure occurs in the network resulting in the total loss of more than one service type, or the loss of any service type on a System wide basis.</p> <p>Measurement Process</p> <p>The outage duration start shall be determined by the network alarm resulting from the outage-causing event or the opening of a trouble ticket by the Customer, whichever occurs first. Outage duration shall be measured on a per service, phone number or per-port basis from information recorded from the network switches or trouble ticket.</p> <p>The Contractor shall open a trouble ticket and compile a list for each phone number or service affected by the common cause. Each phone number or service is out of service from the first notification until the Contractor determines the phone number or service is restored. Any phone number or service reported by End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.</p> <p>(7X24)</p> <p>Objectives</p> <p>Less than 15 minutes</p> <p>Immediate Rights and Remedies</p> <p>Senior Management Escalation Process</p> <p>100 percent of the TMRC and 10 percent of the AMUC for each phone number/service not meeting the per occurrence objective for a single Cat 3 fault</p> <p>Monthly Rights and Remedies</p> <p>N/A</p>

6.2.22.2.6 Enhanced Service Outage (M)

Services	Enhanced Service Outage
<p>Network Based ACD</p> <p>Network Based Interactive Voice Response (IVR)</p> <p>Network Based Specialized Call Routing</p> <p>Computer Telephone Integration for Network Based ACD</p>	<p>Definition</p> <p>The total loss of an Enhanced Service at a single End-User location</p> <p>Measurement Process</p> <p>The outage start shall be determined by the network or application alarm resulting from the outage-causing event or the opening of a trouble ticket by a Customer, whichever occurs first. The Contractor shall open a trouble ticket and compile a list for each Enhanced Service affected by the common cause. Each Enhanced Service shall be considered unavailable from the first notification until the Contractor determines the Enhanced Service is restored. Any Enhanced Service reported by End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.</p> <p>Monday through Friday 7:00 am to 6:00 pm PST</p> <p>Objectives</p> <p>Less than 4 hours</p> <p>Immediate Rights and Remedies</p> <p>15 percent of the TMRC and 10 percent of any applicable average monthly usage costs (AMUC), as defined in the glossary, for each service not meeting the per occurrence objective for a single Enhanced Service Outage</p> <p>End-User Escalation Process</p> <p>DTS/ONS Escalation Process</p> <p>Monthly Rights and Remedies</p> <p>N/A</p>

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.22.2.7 Excessive Outage (M)

Services	Excessive Outage
<p>Intra-LATA, Intrastate, Interstate Long Distance Calling</p> <p>Network Based ACD</p> <p>Network Based Interactive Voice Response (IVR)</p> <p>Network Based Specialized Call Routing</p> <p>Computer Telephone Integration for Network Based ACD</p> <p>Toll Free Service</p> <p>900 Service</p>	<p>Definition</p> <p>An Excessive outage shall be defined as a trouble ticket that remains opened with the Contractor on a service for 12 or more hours.</p> <p>Measurement Process</p> <p>The service is unavailable during the time the trouble ticket is reported as opened until restoration of the circuit or service, minus stop clock conditions. Any service reported by End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.</p> <p>Monday through Friday 7:00 am to 6:00 pm PST</p> <p>Objectives</p> <p>Less than 12 hours</p> <p>Immediate Rights and Remedies</p> <p>Senior Management Escalation</p> <p>Customer may request from Contractor an Excessive Outage restoration briefing</p> <p>100 percent of the TMRC and 10 percent of any applicable average monthly usage costs (AMUC), as defined in the glossary, for each service outage greater than 12 hours.</p> <p>Monthly Rights and Remedies</p> <p>N/A</p>

6.2.22.2.9 Provisioning (M)

Services	Business Days	Provisioning
Audio Conferencing w/account	1 Day	<p>Definition</p> <p>Provisioning shall be defined as new service, adds, moves, changes and deletes completed by the Contractor on or before the due dates. Provisioning SLAs are two-fold: Individual Service Order and Monthly Average Percentage by Service Type.</p> <p>Measurement Process</p> <p><i>Individual Service Order:</i></p> <p>Install intervals are based on the intervals provided in the adjacent column or Customer/Contractor negotiated due dates documented on the order form/System.</p> <p><i>Monthly Average Percentage by Service Type:</i></p> <p>The sum of all individual service orders meeting the objective in the measurement period divided by the sum of all individual service orders due in the measurement period equals the monthly average. The entire installation fee is refunded to the Customers for all orders that did not complete on time during the month if the monthly objective is not met</p> <p>Objective</p> <p>Individual Order:</p> <p>Service provisioned on or before the due date per install order.</p> <p>Monthly Average percent by Service Type: 90 percent</p>
Account set-up	10 Days	
Computer Telephone Integration for Network Based ACD	Managed Project	
Inside Wiring	Contracted Service Project Work – Section 6.2.20.11	
Intra-LATA, Intrastate, Interstate Long Distance Calling for switched only (Dedicated - use transport provisioning SLA)	1 Day	
Network Based ACD	Managed Project	
Network Based Interactive Voice Response (IVR)	Managed Project	
Network Based Specialized Call Routing	Managed Project	
Station Cabling	Contracted Service Project Work – Section 6.2.20.1	
Toll Free	1 Day	
900 Service	Managed Project	

6.2.22.3.5 Tool Availability (M)

Services	Tool Availability
<p>Public Web Site Section 6.2.24.1</p> <p>Private Web Site Section 6.2.24.2</p> <p>Customer Trouble Ticket and Tracking System Section 6.2.24.3</p> <p>Service Provisioning and Tracking System Section 6.2.24.4</p> <p>Fiscal Management Database(s) Section 6.2.23.1</p>	<p>Definition</p> <p>The monthly availability percentage for each tool equals the Scheduled Uptime per month less Unavailable Time divided by Scheduled Uptime per month multiplied by 100 per tool. Scheduled uptime is based on 7x24x number of calendar days in the month.</p> <p>Measurement Process</p> <p>DTS/ONS shall report any failure or problem to the Customer Service center and a trouble ticket shall be opened.</p> <p>The tool is unusable during the time the ticket is recorded as open until restoration of the tool. Stop clocks in Section 6.2.22.2.2 shall apply.</p> <p>The monthly Availability percent shall be based on the accumulative total of all outage durations for each tool, per calendar month.</p> <p>Objectives</p> <p>100 percent Functional 90 percent of the time for each tool, measured on a monthly basis.</p> <p>DTS/ONS Rights and Remedies</p> <p>\$400 per month, per tool</p> <p>Customer Rights and Remedies</p> <p>Escalation to DTS/TD</p>

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.22.4 Glossary of SLA Related Terms (M)

The following SLA definitions apply to this Contract:

SLA	Definition
Average Monthly Usage Cost (AMUC)	Applies to services that include or totally consist of usage based cost. The AMUC shall be derived by averaging the previous month's usage cost per phone number or service.
Catastrophic Outage 2 CAT 2	A total failure of a service type in a central office. Or, a backbone failure or failure of any part of the Equipment associated with the backbone.
Catastrophic Outage 3 CAT 3	The total loss of more than one service type in central office, or the loss of any service type on a System wide basis.
CAT Outage	Catastrophic outage as further defined above for CAT 2, and CAT 3 outages.
Enhanced Services	Shall be defined to include the following services Computer Telephone Integration, Network Based ACD, Network Based Interactive Voice Response/Call Router (IVR), Specialized Call Routing
Enhanced Service Outage	The total loss of an Enhanced Service at a single End-User location.
Excessive Outage	An Excessive outage shall be defined as a trouble ticket opened with the Contractor on a service, for 12 or more hours.
Response Duration	The interval for Contractor response to initial request from Customer when initiating a project request.
Provisioning	New service, adds, moves and changes.
Scheduled Uptime	The total time less time required for scheduled or scheduled upgrades
Time to Repair	The circuit is unusable during the time the trouble ticket is recorded as open in the Contractor's trouble ticket System minus stop clock conditions. This SLA is applied per occurrence.
Total Monthly Recurring Charges (TMRC)	All charges that comprise the total monthly reoccurring charges per service.
Unavailable Time	Includes Catastrophic Outages. The total hours from when a trouble ticket is opened until the problem is restored minus stop clock condition durations.

- Customer name
- Customer address
- Bill payer number
- Billing telephone number
- Working telephone number
- Contractor service order number
- Date of service order
- STD 20 number or Agency order number
- Description of service ordered
- Contract rate
- Administrative Fee rate
- Customer rate (Contract rate with Administrative Fee)
- Unique service/feature identification code
- Service Location (no abbreviations for street, city, zip code)
- Install date
- Completion date if different than install date

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

Section 6.3

- Identify the encryption Standards supported and provided (Standalone IP Telephony, Converged IP Transport, Converged IP Telephony, and Converged Services – IP Communication Applications)
- Describe the Customer premise power Requirements (Standalone IP Telephony and Converged IP Telephony)
- Identify which physical interface standards your solution utilizes. (Standalone IP Telephony, Converged IP Transport, Converged IP Telephony, Converged IP Contact Center)

In addition, the Contractor shall provide a description of their methodology to address the following Data Network Backbone issues:

- Congestion
- Rerouting metric

Responses to the Requirements described in this section shall include a description of their methodologies and a thorough presentation of how the Bidder's solution addresses the following:

Ubiquity – the Contractor's (and Affiliate's) ability to provide Services throughout the state.

Scalability – the ability to increase delivery of services in number and/or size within a reasonable timeframe.

Survivability – the ability to continue to operate or quickly restore services in the face of unanticipated incidents, disasters, or catastrophes.

Redundancy – having one or more circuits/systems available in case of failure of the main circuits/systems.

Diversity – backbone network paths and infrastructure offered in such a way as to minimize the chance of a single point of failure. .

Disaster/Operational Recovery

The Contractor shall comply with the Telecommunications Service Priority (TSP) Program, a Federal Communications Commission (FCC) mandate for prioritizing service requests by identifying those services critical to National Security and Emergency Preparedness (NS/EP) and be in compliance with all CPUC and FCC Requirements.

When applicable, DTS will have the option to prioritize the restoration of State service in the event of an emergency. Public safety Agencies, major data centers, Agencies with supporting roles during disaster or emergency operations, and Agencies with significant

roles in post-disaster recovery have mission-critical needs to maintain network availability during disasters or emergencies

It is essential that service be restored as soon as possible, and the services most critical to State operations remain operational during efforts to achieve full service recovery. The bidder shall describe their processes in detail to assure the continuity of telecommunications services for critical operations, producing the greatest benefit from remaining limited resources and achieving a systematic and orderly Migration toward the resumption of all contracted services.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.2 HOSTED STANDALONE IP TELEPHONY SERVICES (M-O)

The Contractor shall provide a full turnkey Hosted Standalone IP Telephony solution for the State. The Hosted Standalone VoIP solution shall be interoperable with and traverse successfully across the PSTN. The proposed Hosted IP voice service shall include design, analysis, cabling, Software, Hardware, training and ongoing administration, maintenance and upgrades.

The service shall deliver business-class telephony features, supporting standard business lines, direct inward dial (DID) lines, gateway services to local PSTNs, and least cost (monetary) routing. The service shall be delivered on a simple “per seat per month” cost basis.

The Contractor shall comply with the local number portability regulations and emergency service Requirements including E9-1-1 services to identify the location of an originating station and route the call to the appropriate Public Safety Answering Point (PSAP). The Contractor will be responsible for updating the E911 database when equipment is moved. The Contractor shall propose the method(s) to accomplish this and identify any dependencies that the customer must comply with.

No long distance fees shall apply between service areas. All off-net toll and toll free services shall be provided through the Module 3 Contractor.

The Contractor shall provide site survey, design, implementation and management of Hosted Standalone IP Telephony Services.

A site survey shall be a one time charge for the assessment of the environment to identify all required components and tasks needed for proper design and implementation of this service.

Design is a one-time charge that shall include engineering and documentation of all components required for proper implementation of this service.

Implementation is defined as a one time charge for initial installation of all onsite equipment necessary for proper operation of this service.

In the response section of the RFP, Contractor shall identify deliverables associated with each task.

In the cost table of Section 7, the Contractor shall provide the fee for each task identified based on four different model scales (see Tables 6.3.2.a and 6.3.2.b below):

Type A: 1 – 24 phones

Type B: 25 – 240 phones

Type C: 241 – 480 phones

Type D: 481 or more phones

Although separate pricing for each task has been identified, payment will be made only upon successful implementation (Customer acceptance) of services. If implementation is unsuccessful due to situations not under Contractor control or responsibility, completed services may be billed accordingly.

Skill based pre-routing

Multimedia call handling. (e.g., voice, video, e-mail, web)

The Contractor shall provide network designs and diagrams for Contact Center Solutions under this Contract.

The Contractor shall provide 3 hard copies and 1 electronic copy with the Proposal.. Electronic drawings shall be in .dwg, .dxf, .vsd or any mutually agreed format. Hard copy drawings shall be provided in Standard E size.

Drawings shall include both topology and logical representations of all critical network backbone elements to include but not be limited to the following:

- Geographic location of Equipment
- Type and capacity of Equipment at each location including any backup systems
- Service type
- Unique identifier for each element

Responses to the Requirements described in this section should include a thorough presentation of how the network solves the following:

Ubiquity – the Contractor’s (and Affiliate’s) ability to provide services throughout the state.

Scalability – the ability to increase delivery of services in number and/or size within a reasonable timeframe..

Survivability – the ability to continue to operate or quickly restore services in the face of unanticipated incidents, disasters, or catastrophes.

Redundancy – having one or more circuits/systems available in case of failure of the main circuits/systems.

Diversity – backbone network paths and infrastructure offered in such a way as to minimize the chance of a single point of failure.

Contact Center services will be evaluated on the Bidder’s diagrammatic representation in the Network Design and will be weighted as described in RFP Section 9.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

Contractor shall offer the IP network based ACD services and features detailed in Table 6.3.5.1.a.

Table 6.3.5.1.a – IP Network Based ACD (M-O)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
IP Network Automatic Call Distributor (8 ports)	The ACD described above with 8 ports		
Bidder's Description:			
IP Network Automatic Call Distributor (24 ports)	The ACD described above with 24 ports		
Bidder's Description:			
IP Network Automatic Call Distributor (48 ports)	The ACD described above with 48 ports		
Bidder's Description:			

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
IP Network Automatic Call Distributor (96 ports)	The ACD described above with 96 ports		
Bidder's Description:			
IP Network Automatic Call Distributor (192 ports)	The ACD described above with 192 ports		
Bidder's Description:			
IP Network Automatic Call Distributor (over 192 ports)	The basic ACD described above with more than 192		
Bidder's Description:			

Contractor may offer the IP network based ACD services and features detailed in Table 6.3.5.1.b.

Table 6.3.5.1.b – IP Network Based ACD (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description:			

6.3.5.1.1 IP Network Based Basic Agent Package (M-O)

Contractor may offer the services related hourly support detailed in Table 6.3.8.2.

Table 6.3.8.2. Services Related Hourly Support (M-O)

Labor Classification Name	Classification Description	Meets or Exceeds? Y/N	Document/ Location
Field Technician	Field Technician properly trained to an expert level for the service being dispatched		
Bidder's Description:			

6.3.9 REQUIRED CUSTOMER PREMISE EQUIPMENT (CPE)

Contractor shall provide all Customer Premise Equipment (CPE) necessary to support the network services provided by this Module. Equipment cost shall be included in the pricing of the proposed service.

Bidder may specifically list additional CPE and must identify the service it supports in the Unsolicited features section. Inclusion of additional unsolicited CPE on the Contract will require the approval of DTS/ONS. Bidder is to list a set percent discount of the Manufacturer's current Suggested Retail Price (MSRP). Bidder is obligated to offer that same discount to equipment that may have future upgrades, reconfigurations, new models, etc.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.13.1 Customer Service Center (M)

The Contractor shall provide a Customer Service Center with a toll free number as a single point of contact to facilitate timely responses to trouble tickets and service ordering.

The Contractor shall provide a Customer Trouble Ticket Reporting and Tracking System that is accessible by DTS/ONS and DTS/ONS authorized Customers 24 hours a day, 7 days a week via a web enabled application.

For Contract related service issues, the Contractor shall provide a trouble reporting and escalation process outline to DTS/ONS. The escalation outline for Customers shall include:

- An End-User process for escalating issues within the Contractor's organization
- Contractor contact information of the responsible individual, including title/responsibility, office number, cell number, pager number (when applicable) that will be available 24 hours per day, 7 days a week, 365 days a year

The Customer Service Center shall be staffed 24 hours a day, 7 days a week. The Contractor shall provide adequate coverage (answer calls within three rings) by a live operator. Voice mail or electronic response mechanisms are unacceptable. The Customer Service Center shall provide the following:

- Trouble-reporting for any services and/or escalation of any previously reported problems
- Status on resolving the causes of network outages
- Service order inquiry status (Monday- Friday 8 A.M. to 5 P.M. Pacific Time Zone)
- Both the initial Customer contact date and time of the trouble report to the Contractor's Customer Service Center and the Contractor's response to the Customer (date and time) shall be documented in the Contractor's trouble ticket system
- The Customer Service Center will respond to the Customer for all trouble reports within 15 minutes of notification from the Customer

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.14.2.3 Service Availability Percentage (M)

Services	Availability Percentage
Hosted Standalone IP Telephony Business Line Services	Definition Scheduled uptime is based on 60 minutes x 24 hours x calendar days in the month.
Hosted Standalone IP Telephony Voice Mail Services	Measurement Process All outage durations applied to other SLAs, which result in a remedy, will be excluded from the monthly accumulative total.
Hosted Standalone IP Telephony Audio Conferencing Service	Monthly Network Availability (%) = $1 - [(total\ minutes\ of\ connection\ outage\ per\ month) / (days\ in\ month \times 24hours \times 60mins)] \times 100$.
IP Transport for Converged Services	Objectives 99.2 percent
Converged IP Telephony Business Line Services	Immediate Rights and Remedies End-User Escalation Process
Converged IP Voice Mail Services	DTS/ONS Escalation Process
Converged Managed IP Audio Conferencing	Monthly Rights and Remedies First month to fail to meet the SLA objective shall result in a 15 percent rebate of the TMRC and 10 percent of the Average Monthly Usage Cost (AMUC).
Managed IP Video Conferencing Services	Next consecutive month to fail to meet the SLA objective shall result in a 25 percent rebate of TMRC and 10 percent of the AMUC.
Unified Messaging	Each additional consecutive month to fail to meet the SLA objective shall result in a 50 percent rebate of the TMRC, and 10 percent of the AMUC.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.14.2.4 Catastrophic Outage 1 (M)

Services	Catastrophic Outage 1
<p>Hosted Standalone IP Telephony Business Line Services</p> <p>IP Transport for Converged Services</p> <p>Converged Services, IP Telephony Business Line Services</p>	<p>Definition</p> <p>The total loss of two or more services at one address.</p> <p>Measurement Process</p> <p>The outage start shall be determined by the network alarm resulting from the outage-causing event or the opening of a trouble ticket by a Customer, whichever occurs first. The Contractor shall open a trouble ticket and compile a list for each End-User service affected by the common cause. Each End-User service is out of service from the first notification until the Contractor determines the service is restored. Any service reported by End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.</p> <p>(7X24)</p> <p>Objectives</p> <p>Less than 2 hours</p> <p>Immediate Rights and Remedies</p> <p>100 percent of the TMRC and 10 percent of the AMUC for each service not meeting the per occurrence objective for a single Cat 1 fault</p> <p>End-User Escalation Process</p> <p>DTS/ONS Escalation Process</p> <p>Monthly Rights and Remedies</p> <p>N/A</p>

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.14.2.5 Catastrophic Outage 2 (M)

Services	Catastrophic Outage 2
<p>Hosted Standalone IP Telephony Business Line Services</p> <p>IP Transport for Converged Services</p> <p>Converged IP Telephony Business Line Services</p>	<p>Definition</p> <p>A total failure of the Contractor's (or subcontractor's or Affiliate's) network Equipment nearest the End-User locations regardless of where the failure occurs in the network.</p> <p>Measurement Process</p> <p>The outage duration start shall be determined by the network alarm resulting from the outage-causing event or the opening of a trouble ticket by the Customer, whichever occurs first. Outage duration shall be measured on a per End-User service basis from information recorded from the network Equipment or trouble ticket</p> <p>The Contractor shall open a trouble ticket and compile a list for each service affected by the common cause. Each End-User service is considered out of End-User service from the first notification until the Contractor determines the End-User service is restored. Any End-User service reported by the End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.</p> <p>(7X24)</p> <p>Objectives</p> <p>Less than 30 minutes</p> <p>Immediate Rights and Remedies</p> <p>100 percent of the TMRC and 10 percent of the AMUC for each phone number/service not meeting the per occurrence objective for a single Cat 2 fault</p> <p>End-User Escalation Process</p> <p>DTS/ONS Escalation Process</p> <p>Monthly Rights and Remedies</p> <p>N/A</p>

Bidder understands the Requirement and shall meet or exceed it? Yes _____ No _____

Reference: document _____

location _____ page _____ paragraph _____

Description:

6.3.14.2.6 Catastrophic Outage 3 (M)

Services	Catastrophic Outage 3
Hosted Standalone IP Telephony Business Line Services IP Transport for Converged Services Converged IP Telephony Business Line Services	<p>Definition</p> <p>The total loss of any service type on a network wide basis.</p> <p>Measurement Process</p> <p>The outage duration start shall be determined by the network alarm resulting from the outage-causing event or the opening of a trouble ticket by the Customer, whichever occurs first. Outage duration shall be measured on a per End-User service basis from information recorded from the network Equipment or trouble ticket.</p> <p>The Contractor shall open a trouble ticket and compile a list for each End-User service affected by the common cause. Each End-User service is out of service from the first notification until the Contractor determines the End-User service is restored. Any service reported by End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.</p> <p>(7X24)</p> <p>Objectives</p> <p>Less than 15 minutes</p> <p>Immediate Rights and Remedies</p> <p>Senior Management Escalation Process</p> <p>100 percent of the TMRC and 10 percent of the AMUC for each service not meeting the per occurrence objective for a single Cat 3 fault</p> <p>Monthly Rights and Remedies</p> <p>N/A</p>

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.14.2.9 Jitter (M)

Services	Jitter
<p>Hosted Standalone IP Telephony Business Line Services</p> <p>Converged IP Telephony Business Line Services</p>	<p>Definition</p> <p>Variations in transfer delay measured from the CCH to the remote CCH.</p> <p>Measurement Process</p> <p>End-User/Customer is responsible for opening a trouble ticket with the Contractor Customer Service Center (helpdesk) when the jitter exceeds the committed level. The problem requires timely verification, consistent with industry Standards (calculations defined in: IETF RFC 3550 RTP, RFC 3611 RTP), by the Contractor. Trouble shall be tracked as a Quality of Service (QoS) problem using a special disposition code on the trouble ticket. QoS tickets shall not count in availability or Time to Repair measurements unless and until the End-User reports service as unusable for its intended uses.</p> <p>(7x24)</p> <p>Objectives</p> <p>Less than 15 ms</p> <p>Immediate Rights and Remedies</p> <p>15 percent of TMRC per occurrence for the reported service.</p> <p>Next consecutive month to fail to meet the SLA objectives shall result in a 25 percent rebate of TMRC.</p> <p>Each additional consecutive month to fail to meet the SLA objective shall result in a 50 percent rebate of the TMRC.</p> <p>End-User Escalation Process</p> <p>DTS/ONS Escalation Process</p> <p>Monthly Rights and Remedies</p> <p>N/A</p>

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.14.2.11 IP Contact Center Service Outage (M)

Services	IP Contact Center Service Outage
<p>Computer Telephone Integration for IP Network Based ACD</p> <p>IP Network Based ACD</p> <p>IP Network based Interactive Voice Response/Call Router (IVR)</p> <p>IP Network Based Specialized Call Routing</p>	<p>Definition</p> <p>The total loss of an IP Contact Center Service at a single End-User location.</p> <p>Measurement Process</p> <p>The outage start shall be determined by the application alarm resulting from the outage-causing event or the opening of a trouble ticket by a Customer, whichever occurs first. The Contractor shall open a trouble ticket and compile a list for each IP Contact Center service affected by the common cause. Each IP Contact Center service shall be considered unavailable from the first notification until the Contractor determines the IP Contact Center service is restored. Any IP Contact Center service reported by End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.</p> <p>Monday through Friday 7:00 am to 6:00 pm PST</p> <p>Objectives</p> <p>Less than 4 hours</p> <p>Immediate Rights and Remedies</p> <p>15 percent of the TMRC and 10 percent of any applicable average monthly usage costs (AMUC), as defined in the glossary, for each service not meeting the per occurrence objective for a single IP Contact Center Service Outage</p> <p>End-User Escalation Process</p> <p>DTS/ONS Escalation Process</p> <p>Monthly Rights and Remedies</p> <p>N/A</p>

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.14.2.12 Excessive Outage (M)

Services	Excessive Outage
Hosted Standalone IP Telephony Business Line Services	Definition An Excessive outage shall be defined as a trouble ticket that remains opened with the Contractor on a service, for more than twelve hours.
Hosted Standalone IP Telephony Voice Mail Services	Measurement Process The service is unusable during the time the trouble ticket is reported as opened until restoration of the service, minus stop clock conditions. Any service reported by End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.
Hosted Standalone IP Telephony Audio Conferencing Service	(7 x 24)
IP Transport for Converged Services	Objectives Less than 12 hours
Converged IP Telephony Business Line Services	Immediate Rights and Remedies Senior Management Escalation
Converged IP Voice Mail Services	Customer may request from Contractor an Excessive Outage restoration briefing.
Converged Managed IP Audio Conferencing	100 percent of the TMRC per occurrence and 10 percent of any applicable AMUC for each service out of service greater than 12 hours.
IP Video Conferencing	Monthly Rights and Remedies N/A
IP Based ACD	
IP Based Interactive Voice Response/Call Router (IVR)	
IP Based Specialized Call Routing	
IP Based Computer Telephone Integration	
Unified Messaging	

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.14.2.14 Provisioning (M)

Services	Business Days	Provisioning
Hosted Standalone IP Telephony Business Line Services (includes IP Telephony Voice Mail functionality and IP Telephony Audio Conferencing functionality)	Managed Project	<p>Definition</p> <p>Provisioning shall be defined as new service, adds, moves, changes, and deletes completed by the Contractor on or before the due dates. Provisioning SLAs are two-fold: Individual Service Order and Monthly Average Percentage by Service Type.</p> <p>Note: Provisioning timelines include extended demarcation, wiring, when appropriate.</p> <p>Measurement Process</p> <p>Individual Service Order:</p> <p>Install intervals are based on the intervals provided in the adjacent column or Customer/Contractor negotiated due dates documented on the order form/system.</p> <p>Monthly Average Percentage by Service Type:</p> <p>The sum of all individual service orders meeting the objective in the measurement period divided by the sum of all individual service orders due in the measurement period equals the monthly average. The entire installation fee is refunded to the Customers for all orders that did not complete on time during the month if the monthly objective is not met.</p> <p>Objective</p> <p>Individual Order:</p> <p>Service/Transport as appropriate provisioned on or before the due date per install order.</p> <p>Monthly Average percent by Service Type:</p> <p>Greater than 95 percent</p>
Adds, moves, changes, and deletes for Hosted Standalone IP Telephony Voice Services	2 Day	
Hosted Standalone IP Telephony Audio Conferencing Service Scheduling	4 hours	
Inside Wiring	Contracted Service Project Work – Section 6 .3.12.1	
IP Transport for Converged Services	20 days 30 days	
	Managed Project	
Converged IP Telephony Business Line Services (includes IP Telephony Voice Mail functionality and IP Telephony Audio Conferencing functionality)	Managed Project	

6.3.14.3.5 Tool Availability (M)

Services	Tool Availability
Public Web Site Section 6.3.16.1 Private Web Site Section 6.3.16.2 Customer Trouble Ticket and Tracking System Section 6.3.16.3 Network Monitoring Application/Tool Section 6.3.16.4 Fiscal Management Database(s) Section 6.3.15.1	<p>Definition</p> <p>The monthly availability percentage for each tool equals the Scheduled Uptime per month less Unavailable Time divided by Scheduled Uptime per month multiplied by 100 per tool. Scheduled uptime is based on 7x24 x number of days in the month.</p> <p>Measurement Process</p> <p>DTS/ONS shall report any failure or problem to the Customer Service center and a trouble ticket shall be opened.</p> <p>The tool is unusable during the time the ticket is recorded as open until restoration of the tool. Stop clocks in Section 6.3.14.2.2 shall apply.</p> <p>The Availability percent shall be calculated by adding the duration times for all trouble tickets opened on a single tool within the calendar month.</p> <p>Objectives</p> <p>100 percent Functional 90 percent of the time for each tool, measured on a monthly basis.</p> <p>DTS/ONS Rights and Remedies</p> <p>\$400 per month, per tool</p> <p>Customer Rights and Remedies</p> <p>Escalation to DTS/ONS</p>

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.14.4 Glossary of SLA Related Terms (M)

The following SLA definitions apply to this Contract:

SLA	Definition
Availability percent	The Scheduled Uptime less Unavailable Time divided by Scheduled Uptime multiplied by 100.
Average Monthly Usage Cost (AMUC)	Applies to services that include or totally consist of usage-based cost. The AMUC shall be derived by averaging the previous month's usage cost per port, or service.
Catastrophic Outage 1 CAT 1	The total loss of service to 50 or greater End-Users at the same address.
Catastrophic Outage 2 CAT 2	A total failure of the Contractor's (or subcontractor's or Affiliate's) network Equipment nearest the End-User locations regardless of where the failure occurs in the network.
Catastrophic Outage 3 CAT 3	The total loss of any service type on a network wide basis.
CAT Outage	Catastrophic outage as further defined above for CAT 1, CAT 2, and CAT 3 outages.
Excessive Outage	An Excessive outage shall be defined as a trouble ticket opened with the Contractor on a service, for more than twelve hours
IP Contact Center Service Outage	The total loss of an IP Contact Center Service at a single End-User location.
Jitter	Variations in transfer delay measured from Contractor to Customer hand-off to remote Contractor to Customer hand-off (CCH to CCH).
Mean Time to Respond	The time it takes the Contractor to call back the Customer acknowledging receipt of the trouble ticket or incident report by the Contractor helpdesk personnel.
Packet Loss	Packet loss measured from Contractor's hand off to Customer at each end of data channel.
Response Duration from Receipt of Order	The interval for Contractor response to initial request from Customer when initiating a project request.
Provisioning	New service, adds, moves and changes.
Scheduled Uptime	The total time less time required for scheduled maintenance or scheduled upgrades

- Bill payer number
- Billing number
- Contractor service order number
- Date of service order
- STD. 20 number or Agency order number
- Description of service ordered
- Contract rate
- Administrative Fee rate
- Customer rate (Contract rate with Administrative Fee)
- Unique service/feature identification code
- Service Location (no abbreviations for street, city, zip code)
- Port information
- Total lines (per seat quantity)
- Install date
- Equipment
- Completion date if different than install date
- Subcontractor or Affiliate name

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

Section 6.4

Survivability – the ability to continue to operate or quickly restore services in the face of unanticipated incidents, disasters, or catastrophes.

Disaster/Operational Recovery

The Contractor shall comply with the appropriate Telecommunications Service Priority (TSP) Program, a Federal Communications Commission (FCC) mandate for prioritizing service requests by identifying those services critical to National Security and Emergency Preparedness (NS/EP) and be in compliance with all CPUC and FCC Requirements.

When applicable, DTS will have the option to prioritize the restoration of State service in the event of an emergency. Public safety Agencies, major data centers, Agencies with supporting roles during disaster or emergency operations, and Agencies with significant roles in post-disaster recovery have mission-critical needs to maintain network availability during disasters or emergencies

It is essential that service be restored as soon as possible, and the services most critical to State operations remain operational during efforts to achieve full service recovery. The bidder shall describe their processes in detail to assure the continuity of telecommunications services for critical operations, producing the greatest benefit from remaining limited resources and achieving a systematic and orderly Migration toward the resumption of all contracted services

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.4.2.1 Security (M)

The State expects stringent security standards, based upon the transmission of confidential or sensitive data.

The Contractor shall commit to the following:

- Current state-of-the-art security standards applicable to proposed solutions to be updated current with the industry.
- Security Administration
- Physical site security

A reference document is not required as a response to this RFP section. The Bidder's commitment to the Requirement above will be evaluated on a pass/fail basis only.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.4.7 REQUIRED CUSTOMER PREMISE EQUIPMENT (CPE) (M)

Contractor shall provide Customer Premise Equipment (CPE) under the CALNET II only to support the specific network services provided by this Module at the prices provided by the Bidder in Section 7 for the associated Services and features (CPE prices are to be included in the Service or feature price).

Bidder may specifically list additional CPE and must identify the service it supports in the Unsolicited features section. Inclusion of additional unsolicited CPE on the Contract will require the approval of DTS/ONS. Bidder is to list a set percent discount of the Manufacturer's current Suggested Retail Price (MSRP). Bidder is obligated to offer that same discount to equipment that may have future upgrades, reconfigurations, new models, etc

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description

6.4.8 END-USER SUPPORT (M)

This section describes the support responsibilities of the Contractor and DTS/ONS for activities related to Customer acquisition of telecommunications services as defined in this Module. The Bidder's response must demonstrate its understanding of each Requirement and submit a business model that details the strategy, staff, and resources that will be used to meet Requirements. A statement of understanding or commitment to meet or exceed is not sufficient.

6.4.8.1 General Requirements (M)

This document specifically identifies services provided through the Contract that have been approved (contracted) with individual pricing and specific feature definition. Additional service items not itemized, priced, and defined must be submitted with pricing and service definition to DTS/ONS and approved by DTS/ONS and the Department of General Services before the service can be ordered/provisioned through this Contract.

The DTS/ONS will oversee the use of the Contract by Customers, and will delegate authority to Agencies to submit requests for certain services directly to the Contractor. The DTS/ONS may also designate some services as non-delegated and require DTS/ONS review and approval prior to Agency acquisition. The DTS/ONS will use Contractor provided management reports and periodic random Agency audits to monitor and administer Contract compliance.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

The Customer Service Center shall be staffed 24 hours a day, 7 days a week. The Contractor shall provide adequate coverage (answer calls within three rings) by a live operator. Voice mail or electronic response mechanisms are unacceptable. The Customer Service Center shall provide the following:

- Trouble-reporting for any services and/or escalation of any previously reported problems
- Status on resolving the causes of network outages
- Service order inquiry status (Monday-Friday 8 A.M. to 5 P.M. Pacific Time Zone)
- Both the initial Customer contact date and time of the trouble report to the Contractor's Customer Service Center and the Contractor's response to the Customer (date and time) shall be documented in the Contractor's trouble ticket system
- The Customer Service Center will respond to the Customer for all trouble reports within 15 minutes of notification from the Customer

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.4.11.2 Escalation Process (M)

DTS/ONS will assist Customers in escalating issues or concerns that are not resolved through Customer contact with the Contractor. To facilitate this function, Contractor's support shall include a detailed Escalation Plan, dedicated technical resources, and strong communications processes.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

Services	Business Days	Provisioning
		<p>Objective</p> <p>Individual Order:</p> <p>Service provisioned on or before the due date per install order.</p> <p>Monthly Average percent by Service Type:</p> <p>Greater than 90 percent</p> <p>Immediate Rights and Remedies</p> <p>Individual Order:</p> <p>50 percent of installation fee refunded to Customer for any missed due date.</p> <p>End-User Escalation Process</p> <p>DTS/ONS Escalation Process</p> <p>Monthly Rights and Remedies:</p> <p>Monthly Average percent by Service Type:</p> <p>The entire installation fee refunded to Customer for all orders that did not complete on time during the month if the monthly average objective is not met.</p>

Bidder understands the Requirement and shall meet or exceed it? Yes _____ No _____

Reference: document _____

location _____ page _____ paragraph _____

Description:

6.4.12.3.2 Invoicing Accuracy (M)

Services	Invoicing Accuracy
Invoices for all products and services provided through RFP 6.4	<p>Definition</p> <p>Contractor to provide detailed and accurate invoices as stated in RFP Section 6.4.9</p> <p>Measurement Process</p> <p>Contractor caused material errors occurring on an invoice shall be either corrected or a correction process established by Contractor within 60 days of the invoice discrepancy notification.</p> <p>Customer Rights and Remedies</p> <p>Escalation to Contractor's Account Manager</p> <p>Escalation to DTS</p>

Bidder understands the Requirement and shall meet or exceed it? Yes _____ No _____

Reference: document _____

location _____ page _____ paragraph _____

Description

6.4.12.3.5 Tool Availability (M)

Services	Tool Availability
Public Web Site Section 6.4.14.1 Private Web Site Section 6.4.14.2 Customer Trouble Ticket and Tracking System Section 6.4.14.3 On-line Ordering Tool Section 6.4.14.4 Fiscal Management Database(s) Section 6.4.13.1	<p>Definition</p> <p>The monthly availability percentage for each tool equals the Scheduled Uptime per month less Unavailable Time divided by Scheduled Uptime per month multiplied by 100 per tool. Scheduled Uptime is based on 7x24 number of days in the month.</p> <p>Measurement Process</p> <p>DTS/ONS shall report any failure or problem to the Customer Service center and a trouble ticket shall be opened.</p> <p>The tool is unusable during the time the ticket is recorded as open until restoration of the tool. Stop clocks in Section 6.4.12.2.2 shall apply.</p> <p>The Availability percentage shall be calculated by adding the duration times for all trouble tickets opened on a single tool within the calendar month.</p> <p>Objectives</p> <p>100 percent Functional 90 percent of the time for each tool, measured on a monthly basis.</p> <p>DTS/ONS Rights and Remedies</p> <p>\$400 per month, per tool</p> <p>Customer Rights and Remedies</p> <p>Escalation to DTS/ONS</p>

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.4.13.2.4 Trouble Ticket/SLA Credits Fiscal Report (M)

The Trouble Ticket/SLA Credits Fiscal Report shall provide the following information at a minimum:

- Contractor and Customer trouble ticket _____
- Customer name
- Customer address
- Agency ID(s)
- Type of outage
- Description of outage
- Date(s) of outage
- Date and time trouble ticket opened
- Date and time trouble ticket closed
- Duration
- Total credits
- Services affected (Unique identifier)
- SLA type
- Location(s)
- Data Channel information

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.4.13.2.5 DTS/ONS Service Order/Provisioning Fiscal Report (M)

The DTS/ONS Service Order/Provisioning Fiscal Report for products and services ordered by Customers shall provide, at a minimum, the following information:

- Agency ID
- Customer name
- Customer address
- Bill payer number
- Billing number
- Contractor service order number
- Date of service order
- STD. 20 number or Agency order number
- Description of service ordered
- Contract rate
- Administrative Fee rate
- Customer rate (Contract rate with administrative Fee)
- Unique service/feature identification code
- Service Location (no abbreviations for street, city, zip code)
- Channel quantity (by Service Type)
- Install date
- Completion date if different than install date
- Subcontractor or Affiliate name

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____

Description:

6.4.13.2.6 DVBE Tracking Fiscal Report (M)

The DVBE Tracking Fiscal Report shall provide, at a minimum, the following information:

- Year
- Month
- Agency
- Agency ID
- Billing number
- Service/Product
- Charge per service/product
- Total charges
- Date sold
- DGS DVBE certification number

Section 7 – Exhibit B

Cost Table 6.2.6.1 Network Based ACD

6.2.6.1.a, Network Based ACD Features (M-O)

A	B	C	D	E	F	G	H	I	J	K	L	M	N
Line item #	Feature Name	Bidder identifier	One time cost per item	Model one time monthly qty	Model one time monthly costs	Monthly recurring cost/item per unit	Unit of measure	Model recurring mo. qty	Model recurring monthly costs	Cost per change per item	Model no. of changes per mo.	Model costs of changes per mo.	Model total extended costs
1	Network ACD (up to 8 agents)			3	\$ -		per minute	75,000	\$ -	N/A	N/A	N/A	\$ -
2	Network ACD (up to 24 agents)			1	\$ -		per minute	75,000	\$ -	N/A	N/A	N/A	\$ -
3	Network ACD (up to 48 agents)			1	\$ -		per minute	125,000	\$ -	N/A	N/A	N/A	\$ -
4	Network ACD (up to 96 agents)			1	\$ -		per minute	250,000	\$ -	N/A	N/A	N/A	\$ -
5	Network ACD (up to 192 agents)			1	\$ -		per minute	500,000	\$ -	N/A	N/A	N/A	\$ -
6	Network ACD (over 192 agents)			1	\$ -		per minute	1,000,000	\$ -	N/A	N/A	N/A	\$ -
7	Model Monthly Totals:				\$ -				\$ -			\$ -	\$ -
8	Model Annual Totals:				\$ -				\$ -			\$ -	\$ -

6.2.6.1.b, Locally Based ACD Features (D)

A	B	C	D	E	F	G	H	I	J	K	L	M	N
Line item #	Feature Name	Bidder identifier	One time cost per item	Model one time monthly qty	Model one time monthly costs	Monthly recurring cost/item per unit	Unit of measure	Model recurring mo. qty	Model recurring monthly costs	Cost per change per item	Model no. of changes per mo.	Model costs of changes per mo.	Model total extended costs
9				N/A	N/A			N/A	N/A		N/A	N/A	N/A
10				N/A	N/A			N/A	N/A		N/A	N/A	N/A
11				N/A	N/A			N/A	N/A		N/A	N/A	N/A
12				N/A	N/A			N/A	N/A		N/A	N/A	N/A
13				N/A	N/A			N/A	N/A		N/A	N/A	N/A
14				N/A	N/A			N/A	N/A		N/A	N/A	N/A
15	Model Monthly Totals:				\$ -				\$ -			\$ -	\$ -
16	Model Annual Totals:				\$ -				\$ -			\$ -	\$ -

Cost Table 6.2.7, Network Based Interactive Voice Response (IVR) Services

6.2.7.a. Network Based Interactive Voice Response (IVR) Services and Features (M-O)

A	B	C	D	E	F	G	H	I	J	K	L	M	N
Line item #	Feature Name	Bidder identifier	One time cost per item	Model one time monthly qty	Model one time monthly costs	Monthly recurring cost/item per unit	Unit of measure	Model recurring mo. Qty	Model recurring monthly costs	Cost per change per item	Model no. of changes per mo.	Model costs of changes per mo.	Model total extended costs
1	IVR with Standard Applications			10	\$ -		Port	1000	\$ -	N/A	N/A	N/A	\$ -
2	IVR with Standard Application Usage	N/A	N/A	N/A	N/A		per minute	75000	\$ -	N/A	N/A	N/A	\$ -
3	Voice Forms			3	\$ -		per transaction	10000	\$ -	N/A	N/A	N/A	\$ -
4	Additional Voice Forms Storage			2	\$ -		Hour	20	\$ -	N/A	N/A	N/A	\$ -
5	Fax on Demand or Fax Reply			1	\$ -		Port	20	\$ -	N/A	N/A	N/A	\$ -
6	Call Router Reports			1	\$ -		package per application	50	\$ -	N/A	N/A	N/A	\$ -
7	Change Administration			1	\$ -		Per System	N/A	N/A	N/A	N/A	N/A	\$ -
8	Database Lookups			15	\$ -		per transaction	10000	\$ -	N/A	N/A	N/A	\$ -
9	Credit-Card Transactions			5	\$ -		per transaction	70	\$ -	N/A	N/A	N/A	\$ -
10	Model Monthly Totals				\$ -				\$ -			\$ -	\$ -
11	Model Annual Totals				\$ -				\$ -			\$ -	\$ -

6.2.7.b. Network Based Interactive Voice Response (IVR) Services and Features (D)

A	B	C	D	E	F	G	H	I	J	K	L	M	N
Line item #	Feature Name	Bidder identifier	One time cost per item	Model one time monthly qty	Model one time monthly costs	Monthly recurring cost/item per unit	Unit of measure	Model recurring mo. Qty	Model recurring monthly costs	Cost per change per item	Model no. of changes per mo.	Model costs of changes per mo.	Model total extended costs
12	Speech Recognition			N/A	N/A			N/A	N/A		N/A	N/A	N/A
13				N/A	N/A			N/A	N/A		N/A	N/A	N/A
14				N/A	N/A			N/A	N/A		N/A	N/A	N/A
15				N/A	N/A			N/A	N/A		N/A	N/A	N/A
16				N/A	N/A			N/A	N/A		N/A	N/A	N/A
17				N/A	N/A			N/A	N/A		N/A	N/A	N/A
18				N/A	N/A			N/A	N/A		N/A	N/A	N/A
19				N/A	N/A			N/A	N/A		N/A	N/A	N/A
20	Model Monthly Totals				\$ -				\$ -			\$ -	\$ -
21	Model Annual Totals				\$ -				\$ -			\$ -	\$ -

Section 7 – Exhibit C

Cost Table 6.3.5.1 IP Network Based Automatic Call Distributor (ACD)

Table 6.3.5.1.a, IP Network Based Automatic Call Distributor (ACD) (M-O)

A	B	C	D	E	F	G	H	I	J	K	L	M	N
Line item #	Feature Name	Bidder identifier	One time cost per item	Model one time monthly qty	Model one time monthly costs	Monthly recurring cost/item per unit	Unit of measure	Model recurring mo. qty	Model recurring monthly costs	Cost per change per item	Model no. of changes per mo.	Model costs of changes per mo.	Model total extended costs
1	IP Network ACD (8 ports)			3	\$ -		per minute	5,000	\$ -	N/A	N/A	N/A	\$ -
2	IP Network ACD (24 ports)			1	\$ -		per minute	5,000	\$ -	N/A	N/A	N/A	\$ -
3	IP Network ACD (48 ports)			1	\$ -		per minute	5,000	\$ -	N/A	N/A	N/A	\$ -
4	IP Network ACD (96 ports)			1	\$ -		per minute	10,000	\$ -	N/A	N/A	N/A	\$ -
5	IP Network ACD (192 ports)			1	\$ -		per minute	20,000	\$ -	N/A	N/A	N/A	\$ -
6	IP Network ACD (over 192 ports)			1	\$ -		per minute	30,000	\$ -	N/A	N/A	N/A	\$ -
7	Model Monthly Totals:				\$ -				\$ -			\$ -	\$ -
8	Model Annual Totals:				\$ -				\$ -			\$ -	\$ -

Table 6.3.5.1.b, IP Network Based Automatic Call Distributor (ACD) (D)

A	B	C	D	E	F	G	H	I	J	K	L	M	N
Line item #	Feature Name	Bidder identifier	One time cost per item	Model one time monthly qty	Model one time monthly costs	Monthly recurring cost/item per unit	Unit of measure	Model recurring mo. qty	Model recurring monthly costs	Cost per change per item	Model no. of changes per mo.	Model costs of changes per mo.	Model total extended costs
10				N/A	N/A			N/A	N/A		N/A	N/A	N/A
11				N/A	N/A			N/A	N/A		N/A	N/A	N/A
12				N/A	N/A			N/A	N/A		N/A	N/A	N/A
13				N/A	N/A			N/A	N/A		N/A	N/A	N/A
14				N/A	N/A			N/A	N/A		N/A	N/A	N/A
15				N/A	N/A			N/A	N/A		N/A	N/A	N/A
16	Model Monthly Totals:				\$ -				\$ -			\$ -	\$ -
17	Model Annual Totals:				\$ -				\$ -			\$ -	\$ -

Cost Table 6.3.5.2, IP Network Based Interactive Voice Response (IVR) Services and Features

6.3.5.2.a, IP Network Based Interactive Voice Response (IVR) Services and Features (M-O)

A	B	C	D	E	F	G	H	I	J	K	L	M	N
Line item #	Feature Name	Bidder identifier	One time cost per item	Model one time monthly qty	Model one time monthly costs	Monthly recurring cost/item per unit	Unit of measure	Model recurring mo. Qty	Model recurring monthly costs	Cost per change per item	Model no. of changes per mo.	Model costs of changes per mo.	Model total extended costs
1	IVR with Standard Applications			10	\$ -		Port	750	\$ -	N/A	N/A	N/A	\$ -
2	IVR with Standard Application Usage	N/A	N/A	N/A	N/A		per minute	50000	\$ -	N/A	N/A	N/A	\$ -
3	Voice Forms			3	\$ -		per transaction	7500	\$ -	N/A	N/A	N/A	\$ -
4	Additional Voice Forms Storage			2	\$ -		Hour	15	\$ -	N/A	N/A	N/A	\$ -
5	Fax on Demand or Fax Reply			1	\$ -		Port	15	\$ -	N/A	N/A	N/A	\$ -
6	Call Router Reports			1	\$ -		package per application	40	\$ -	N/A	N/A	N/A	\$ -
7	Change Administration			1	\$ -		Per System	N/A	N/A	N/A	N/A	N/A	\$ -
8	Database Lookups			15	\$ -		per transaction	7500	\$ -	N/A	N/A	N/A	\$ -
9	Credit-Card Transactions			5	\$ -		per transaction	65	\$ -	N/A	N/A	N/A	\$ -
10	Model Monthly Totals				\$ -				\$ -			\$ -	\$ -
11	Model Annual Totals				\$ -				\$ -			\$ -	\$ -

6.3.5.2.b, IP Network Based Interactive Voice Response (IVR) Services and Features (D)

A	B	C	D	E	F	G	H	I	J	K	L	M	N
Line item #	Feature Name	Bidder identifier	One time cost per item	Model one time monthly qty	Model one time monthly costs	Monthly recurring cost/item per unit	Unit of measure	Model recurring mo. Qty	Model recurring monthly costs	Cost per change per item	Model no. of changes per mo.	Model costs of changes per mo.	Model total extended costs
12	Speech Recognition			N/A	N/A			N/A	N/A		N/A	N/A	N/A
13				N/A	N/A			N/A	N/A		N/A	N/A	N/A
14				N/A	N/A			N/A	N/A		N/A	N/A	N/A
15				N/A	N/A			N/A	N/A		N/A	N/A	N/A
16				N/A	N/A			N/A	N/A		N/A	N/A	N/A
17				N/A	N/A			N/A	N/A		N/A	N/A	N/A
18				N/A	N/A			N/A	N/A		N/A	N/A	N/A
19				N/A	N/A			N/A	N/A		N/A	N/A	N/A
20	Model Monthly Totals				\$ -				\$ -			\$ -	\$ -
21	Model Annual Totals				\$ -				\$ -			\$ -	\$ -

Section 9

Table 9.5.3-C, Scored Technical Evaluation Points for Module 2 – Long Distance Services for Voice.

Note that the figures in those rows that are in **bold type** are a sum of the figures contained in that row's subsections.

RFP Section Number	Module 2 Long Distance Services for Voice	Assigned Weight	Maximum Available Points	Score Earned 0 - 5	Points Earned
4.5.5.1	State and Contractor Business Relationships	100	500		
4.5.5.1.1	Communication, Cooperation, and Collaboration	25	125		
4.5.5.1.2	Business Practices and Contract Terms and Conditions	25	125		
4.5.5.1.3	Technical Interoperability	25	125		
4.5.5.1.4	Impact on Other Module's Services	25	125		
4.5.6	Transition/Migration/Transfer Objectives	65	325		
4.5.6.1	Transition	25	125		
4.5.6.2	Migration	20	100		
4.5.6.3	Transfer	20	100		
4.5.7	Contractor Business Plan	70	350		
4.5.7.1	Staffing and Resource Requirements	35	175		
4.5.7.2	Business Activity Requirements	35	175		
4.5.9	Dedicated Contract Program Manager Responsibilities	135	675		
4.5.9.1	Administrative Functions	45	225		
4.5.9.2	Reporting Functions	45	225		
4.5.9.3	Relationship Management Functions	45	225		
5.3	Bidder Responsibility (see Section 9.5.3.2, below)	50	250		
5.23	Customer References (see Section 9.5.3.1, below)	25	125		
6.2.2	Voice Long Distance Network Design	351	1755		
	Interoperability	117	585		
	Scalability	117	585		
	Survivability/Redundancy/Diversity	117	585		
6.2.6.1	Network Based Automatic Call Distribution	168	840		
	Network Ubiquity	15	75		
	Network Scalability	15	75		
	Network Survivability/Diversity/Redundancy	15	75		
6.2.6.1.1	Basic Agent Package	25	125		
6.2.6.1.2	Basic Supervisor's Package	25	125		
6.2.6.1.3	System Administrator's Package	25	125		
6.2.6.1.4	MIS for Call Centers	24	120		
6.2.6.1.6	Call Center Maintenance	24	120		
6.2.7	Network Based Interactive Voice Response	50	250		
6.2.8	Network Based Specialized Call Routing	50	250		
6.2.9	Computer Telephone Interface	50	250		
6.2.10.1	Toll Free Specialized Call Routing	50	250		
6.2.11	Long Distance Network Operations and Management	151	755		

RFP Section Number	Module 2 Long Distance Services for Voice	Assigned Weight	Maximum Available Points	Score Earned 0 - 5	Points Earned
6.2.11.1	General Description	76	380		
6.2.11.3	Disaster Recovery and Emergency Operations	75	375		
6.2.15	Training Requirements	35	175		
6.2.17.1	Cable and Wire Services	120	600		
6.2.17.1.1	Extended Termination Wiring Services	30	150		
6.2.17.1.2	Station Wiring Services	30	150		
6.2.17.1.3	Inside Wiring Services	30	150		
6.2.17.2	Services Related Hourly Support	30	150		
6.2.18	End User Support	125	625		
6.2.18.1	General Requirements	25	125		
6.2.18.2	Planning	25	125		
6.2.18.3	Design	25	125		
6.2.18.4	Provisioning and Implementation	25	125		
6.2.18.5	Marketing Requirements	25	125		
6.2.19	Invoicing Services	320	1600		
6.2.19.1	Invoice System for Voice Services	120	600		
6.2.19.2	Fraud Management System	35	175		
6.2.19.4	Invoice Audits	60	300		
6.2.19.5	Administrative Fee Collection	55	275		
6.2.19.6	CALSTARS	50	250		
6.2.20	Contracted Service Project Work	50	250		
6.2.20.1	Coordinated Project Work	25	125		
6.2.20.2	Managed Project Work	25	125		
6.2.21	Customer Advocacy	160	800		
6.2.21.1	Customer Service Center	120	600		
6.2.21.2.1	Escalation Plan	10	50		
6.2.21.2.2	Technical Resources	20	100		
6.2.21.2.3	Network Outage Response	10	50		
6.2.22	Service Level Agreements	300	1500		
6.2.22.2	Technical Service level Agreements	250	1250		
6.2.22.3	Administrative Service Level Agreements	50	250		
6.2.23	Fiscal Management	175	875		
6.2.23.1	Fiscal Management Database(s)	175	875		
6.2.24	Management Tools and Reports	200	1000		
6.2.24.3	Client Trouble Ticket Reporting & Tracking System	100	500		
6.2.24.4	Service Provisioning & Tracking System	50	250		
6.2.24.6	Network Backbone Monitoring Application/Tool	50	250		
6.2.25	Required Implementation/Transition Strategy	200	1000		
6.2.25.1	Transition -In Requirements of Startup	100	500		
6.2.25.2	Transition -Out Requirements of Termination	100	500		
Totals:		3,000	15,000		

6.3.3	IP Transport for Converged Services Design	140	700		
	Ubiquity	15	75		
	Scalability	15	75		
	Survivability/Diversity/Redundancy	15	75		
6.3.3.2	Traffic Engineering and QoS	22	110		
6.3.3.3	Multiprotocol Support	22	110		
6.3.3.4	QoS Interoperability	15	75		
6.3.3.5	Unified Network Management	12	60		
6.3.3.6	Network Considerations	12	60		
6.3.3.7	Multiple Classes of Service	12	60		
6.3.4	Converged Services, IP Telephony Services Design	115	575		
	Ubiquity	10	50		
	Scalability	14	70		
	Survivability/Diversity/Redundancy	10	50		
6.3.4.1	Converged Services, IP Phone Hardware Features	9	45		
6.3.4.2	Converged Services, IP Telephony Features	14	70		
6.3.4.3	Converged Services, IP Telephony Business Line Services	15	75		
6.3.4.4	Converged Services, IP Telephony Security	15	75		
6.3.4.5	Converged Services, IP Telephony Voice Mail Services	14	70		
6.3.4.6	Converged Services, Managed IP Audio Conferencing	14	70		
6.3.5.1	IP Network Based Automatic Call Distribution	66	330		
	Network Ubiquity	6	30		
	Network Scalability	6	30		
	Network Survivability/Diversity/Redundancy	6	30		
6.3.5.1.1	IP Network Basic Agent Package	8	40		
6.3.5.1.2	IP Network Basic Supervisor's Package	8	40		
6.3.5.1.3	IP Network System Administrator's Package	8	40		
6.3.5.1.4	IP Network MIS for Call Centers	8	40		
6.3.5.1.5	IP Network Call Center Maintenance	8	40		
6.3.5.1.6	IP Network Additional Call Center Maintenance	8	40		
6.3.5.2	IP Network Based IVR	15	75		
6.3.5.3	IP Network Based Specialized Call Routing	15	75		
6.3.5.4	CTI for IP Network Based ACD	15	75		
6.3.6	Converged Services, IP Communications Applications - Other Services	44	220		
6.3.6.1	Managed IP Video Conferencing Services	30	150		
6.3.6.2	Unified messaging	14	70		
6.3.7	Training Requirements	24	120		
6.3.8.1	Cable and Wire Services	40	200		
6.3.8.1.1	Simple Wiring Services, Extended Termination Wiring Services	10	50		
6.3.8.1.2	Station Wiring Services	10	50		
6.3.8.1.3	Inside Wiring Services	10	50		
6.3.8.2	Services Related Hourly Support	10	50		
6.3.10	End User Support	90	450		
6.3.10.1	General Requirements	28	140		
6.3.10.2	Planning	18	90		
6.3.10.3	Design	18	90		
6.3.10.4	Provisioning and Implementation	18	90		